

FAQ

Mutual Dropshipping

Frequently
Asked Question

January 2022

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Q	A
<p>How many days it takes to source a product</p>	<p>The time it takes to prepare a quote depends highly on the product itself. We typically respond within 48 hours days, but sometimes it may take longer, and we may reach out for additional questions.</p> <p>The reason we take longer than other suppliers is that for every product we call the factory (rather than just source on Alibaba) to ensure we start with a good relationship and ensure best quality of products sourced.</p>
<p>What is the cost to work with you</p>	<p>We quote you on the total order cost, including the product cost and shipping cost for each country. There are an additional fees on top of these costs. Is our handling fee which is one USD per shipment</p>
<p>What is the payment method you accept Paypal Payment Customer to pay the comission and limited payemts only</p>	<p>Payoneer, bank transfers "transferwise" which also we have a very good benefits and bounce by using these two payment method we also we accept paypal but there will be no any incentive or benefits on that.</p>
<p>Do I have to pay in advance</p>	<p>We ask for you to pay for have stock 3-5 days worth of orders upfront Once you send us the confirmation screenshot of the payment we will start ordering stock for you. However, we cannot start fulfillment until the payment arrives at our account (usually 2-4 days, depending on the country)</p> <p>This is NOT a deposit - once we start fulfilling we will continue to calculate as your balance draws down in a shared google sheet. Once your balance gets too low or negative our team will let you know. As long as you make another transfer (and provide us the screenshot) within one business day we will continue to stock inventory and fulfill it for you.</p>
<p>What shipping line do you use</p>	<p>We use a variety of special lines that hand off to individual last mile services in each destination country. While we have some preferred partners, we are always testing out new lines to maximize our shipping efficiency for each country and client's needs. Ex: Yun express – yanwen express 4px etc.</p>
<p>What are the shipping times per country ?</p>	<p>The following are expected shipping times (Please note we are experiencing delays due to COVID): Express Services (real days, except for Sundays)</p> <ul style="list-style-type: none"> • United States Express 7 to 10 • United Kingdom Express 6 to 10 • France Express 5 to 8 • Germany Express 5 to 8

	<ul style="list-style-type: none"> • Italy Express 5 to 8 • Spain Express 5 to 8 <p>Please note that during extremely busy seasons or during extraordinary events you may expect some limited delays.</p> <p>During the Coronavirus pandemic we are experiencing delays of up to 3-10 days on regular services depending on the country</p>
<p>What is your processing time?</p>	<p>When we have stock of your product we process all orders within 24 to 48 hours during business days (Monday to Saturday).</p> <p>When we first work with a product it may take between 1 to 4 business days to stock your first batch. Once you have consistent volume we will continue to order batches of inventory ahead without you having to worry about it. However, please keep us in the loop with your marketing activities so we know when to scale up or scale down our ordering.</p>
<p>What are your working hours?</p>	<p>We fulfill orders from Monday to Saturday except on national Chinese holidays when couriers do not operate.</p> <p>We typically respond to all client communications Monday to Saturday and urgent issues on Sundays. However, please allow us for up to 24 hours to respond to questions.</p>
<p>Do you hold inventory for your clients?</p>	<p>Yes. In fact that is how we achieve faster efficiency than other agents - we purchase inventory in bulk given your current and projected daily orders so we can fulfill as fast as possible as your orders come in</p>
<p>Do your shipments have tracking?</p>	<p>Yes, we only use shipping services that provide accurate tracking details, one shipment scanned on our warehouse it will be update automatically at your platform</p>
<p>Can customers return to you?</p>	<p>While it is possible, they would have to return to our China based warehouse which is typically extremely expensive and may take a very long time. We suggest that you have customers return to your own address or tell them to keep the product.</p>
<p>Are you cheaper than AliExpress / other agents?</p>	<p>Maybe, For the product price we could get the best price and cheaper than AliExpress and other agents but if you add the fast shipping fee which is not provided by AliExpress and our handling fee our price will be more higher We operate a high end service and have very high operational costs associated with our process and we charge a (reasonable) premium for our services.</p> <p>If you are looking for the cheapest prices possible, then we are not a good fit. However, if you are looking for the best partner to help your business scale massively and care about quality, efficiency,</p>

	and transparent communications, then we are the perfect fit.
Do you provide invoices?	Yes, we can provide invoices on past payments and / or order costs according to your local accounting needs. However, please note that we do NOT provide invoices prior to your payment. It makes the fulfillment much less efficient and slows everything down.
Do you offer a private labeling?	Yes, we offer a whole range of private labeling support, including branded inserts, branded stickers, customized instruction booklets, custom packaging, and more. Pricing, lead time, and MOQ depends on exactly what you wish to do, but we consistently negotiate some of the best prices and production schedules for our clients.
What countries do you support?	Our preferred shipping partners support the following countries: <ul style="list-style-type: none">• United States• United Kingdom• France• Germany• Italy• Spain• Netherlands• Belgium• Luxembourg• Ireland• Bulgaria• Croatia• Czechia• Estonia• Finland• Hungary• Latvia• Lithuania• Matla• Poland• Portugal• Romania• Slovakia• Slovenia• Sweden• Austria• Denmark• Australia

	<ul style="list-style-type: none"> • Canada • New Zealand <p>Other countries we may also support using various other shipping methods depending on individual needs.</p> <p>As well we have special line for GCC countries KSA-UAE-Qatar-Bahrain-Kuwait-Oman</p> <p>Asia Line Philippine-Malaysia-Thailand</p>
<p>What is your communications process?</p>	<p>For every client we create dedicated skype or WhatsApp groups:</p> <ul style="list-style-type: none"> • An account management group with native English speakers where you can discuss more complex matters, strategy, new products, A shipping / fulfillment order related issues directly with our fulfillment team on the ground
<p>Do you integrate with Shopify? And other platforms</p>	<p>Yes, we will integrate with your Shopify, WooCommerce store through an app so we can automatically see your orders coming in and update tracking numbers for you without you having to do anything.</p>
<p>Can you recommend best-selling products for me?</p>	<p>No. We only work with high volume clients that we individual source and purchase products for. To protect their privacy we have a very strict policy of not recommending products.</p>
<p>Where are you located?</p>	<p>Our primary fulfillment center is based in Yiwu, China with a secondary fulfillment center in Shenzhen, China</p>